



Job Title	Office Assistant/ Receptionist	FLSA Status	Non-Exempt
Band	GNL	Probationary Period	12 Months
Zone	2	Job Code	12733

Class Specification – Office Assistant/ Receptionist

Summary Statement:

The purpose of this position is to perform a variety of general and routine office duties in support of the assigned organizational unit.

DISTINGUISHING CHARACTERISTICS

This class is distinguished from the Office Specialist by the performance of routine tasks and duties assigned to positions within the series including answering the phone, typing, filing, and record keeping.

Essential Functions	Note: Regular and predictable attendance is an essential function in the performance of this job.
Time % (All below must add to 100%)	Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.
45%	Provides clerical support to assigned supervisory staff; and assists as needed in various daily operations of assigned department or division. Serves as receptionist; answers phones, greets visitors, and takes and delivers messages, provides general information, and distributes brochures, or other informational literature.
30%	Maintains a variety of files, records, and correspondence; sorts, collates, and files records and documents; processes records, forms, and other documents; and reviews for accuracy and completeness. Opens and distributes the mail of the assigned department or division.
25%	Performs a variety of typing, data entry, and data processing functions; and ensures accuracy and completeness. Assists in reconciling and maintaining various financial ledgers and accounts including examining, coding, posting, verifying, and reconciling accounting data. Assists in maintaining an office supply inventory for assigned department or division.

Competencies Required:

Human Collaboration Skills: Work requires regular interaction involving exchange and receipt of information.

Reading: Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.



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Math: Basic - Ability to perform the four basic arithmetic operations. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.

Writing: Basic - Ability to write simple sentences containing subject, verb, and object, and/or series of numbers, names, and addresses. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.

Technical Skills Required:

Standardized Skill Requirements: Work requires the use of standard technical skills appropriate to the work environment of the organization.

Relevant Background and Formal Education: Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.

Education: Equivalent to the completion of the twelfth grade (high school diploma or GED).

Experience: This is an entry level position and prior experience is not required.

Certifications and Licenses: Must possess or be able to acquire the following certifications and/or licenses.

Certifications required in accordance with standards established by departmental policy.

Supervision Exercised:

Position has no responsibility for the direction or supervision of others.

Supervision Received:

Receives Direction: This job title normally performs the duty assignment after receiving general instructions as to methods, procedures, and desired end results. There is some opportunity for discretion when making selections among a few, easily identifiable choices. The assignment is usually reviewed upon completion.

Fiscal Responsibility:

This job title has no budgetary responsibility.

Physical Demands:

Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.



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Environmental Conditions	Frequency
Primary Work Environment	Office Environment
Extreme Temperature	Never
Wetness and Humidity	Never
Respiratory Hazards	Never
Noise and Vibrations	Never
Physical Hazards	Never
Mechanical and/or Electrical Hazards	Never
Exposure to Communicable Diseases	Never

Machines, Tools, Equipment, and Work Aids: Computer, printer, copier, telephone, and standard office equipment.

Specialized Computer Equipment and Software: Microsoft Office.

The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.

Original Date: June 2015